

Job Announcement

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RE-POST

PREVIOUS APPLICANTS WILL BE CONSIDERED AND NEED NOT REAPPLY

Opening Date:	December 19, 2008	Closing Date:	Open until filled
Job Title:	ADR Quality Assurance Director	Position Type:	Regular Full Time
PIN:	067972	FLSA Status:	Exempt
Location:	District Court Headquarters Alternative Dispute Resolution Office Annapolis, Maryland	Grade/Entry Salary:	J15 \$50,142 - \$60,095
		Financial Disclosure:	Yes

Regular state employees subject to promotion/demotion policy

Essential Functions: This is a professional position which will create, implement, organize, monitor, evaluate and maintain a systematic approach for quality assurance to ensure the District Court of Maryland ADR Programs provide consistent, high quality services at every location around the state. This includes specific and targeted programs and best practices for District Court ADR practitioners (mediators and settlement conference facilitators), judges, administrative clerks, bailiffs, other court personnel, partner community mediation programs and attorneys. The work of the ADR Program Quality Assurance Director will be on both individual ADR practitioner and overall programmatic scales. Coordinate with Coordinator of ADR Roster and Data Management and Program Development and Community Outreach Director to develop, implement and maintain all best practices guidelines, procedure manuals, benchmarks, and schedules for: programmatic quality control, including ADR Programs and Pilots, and local courthouse ADR operations; ADR Neutral selection processes (application and approval); Apprentice processes: ADR performance feedback, assessment, and evaluation, continuing ADR training curricula and standards of conduct for all District Court of Maryland ADR practitioners. Identify training needs and develop training curricula, programs and materials, whether presented in house or by external trainers, for ADR practitioners, judges, clerk staff, bailiffs and others as needed.

Education: Bachelor's Degree in Social Science, Conflict Management Resolution or related field from an accredited college or university. Completion of a minimum of 100 hours of mediation training, which should include 40 hours of beginning mediation training. The remaining 60 hours must include advanced mediation training or training in other forms of ADR.

Experience: Five years of mediation experience.

Preferred: Graduate degree. A training concentration on ethical matters is a plus. Experience with conflict coaching or ombuds work. Experience conducting settlement conferences.

Skills/Abilities: Knowledge and understanding of the complexities of court ADR programs, the legal system, and the relationships between ADR practitioners, litigants and attorneys, and the ability to communicate effectively with judges, court management personnel, attorneys, litigants and ADR volunteers. Knowledge of the budgetary process and procurement is helpful. Outstanding skills as a trainer and/or a teacher, outstanding written and oral communication skills, outstanding negotiation and diplomacy, collaborative problem solving, group facilitation, and dynamic presentation skills. Ability to be a self starter and to work as a member of a team. Ability to set priorities and to manage multiple projects simultaneously. Must be computer literate with experience using word processing, spread sheets and email. Ability to perform all essential functions of the position.

Please submit a Maryland Judiciary employment application (unsigned applications will not be accepted) or resume and cover letter stating position title. Materials must be received at the address below by 5:00 p.m. on the closing date. The Human Resources Department does not accept faxes and will not be responsible for applications/resumes sent to any other address.

Maryland Judiciary
Human Resources Department
580 Taylor Ave., Bldg. A-1
Annapolis, MD 21401
Email: jobs@mdcourts.gov (Zip files will not be accepted)

The Maryland Judiciary is a drug free workplace and an equal opportunity employer, committed to diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin or disability. Applicants who need accommodation for an interview should request this in advance. The candidate selected for this position will be subject to a background check. Employees must be United States Citizens or eligible to work in the United States.